

# General Terms and Conditions

## Cancel without reason

### What is Cancel without reason in a nutshell?

**Cancellation of your booking for any reason** up to 3 hours before the start of your booking.

**80% of your cancellation fees refunded** (excluding Cancel without reason price)

- ✓ No reason or proof to provide
- ✓ Cancellation in just a few clicks
- ✓ Transfer made within 7 days

### You will not benefit from the service in the following cases:

- ✗ | The cancellation of your booking is made by **AFerry or the ferry operator**
- ✗ | The cancellation of your booking is made **less than 3 hours** before the departure of the 1st ferry of your booking.

### How to use the Cancel without reason service?

- 1 Log in to your AFerry booking ( <https://book.aferry.com/Mmb/Login>) at least 3 hours before the departure of the 1st ferry of your booking;
- 2 Confirm the cancellation of your booking.
- 3 You will be refunded on the payment method used for your booking within 7 working days.

*We have summarized for you our Cancel without reason service in a simple and clear way. You will find here after the complete general conditions of the service.*

## Article 1 - Definitions

### You

The buyer of the booking

### Ferry ticket price

Price of your ferry tickets, all taxes included, that you booked on AFerry website. It includes any extra that you may add for your ferry tickets such as accommodation, meals, wifi and the price of the Cancel without reason service price.

### AFerry

The trading name of AFerry Ltd located at 2morrow Court Appleford Road, Sutton Courtenay, Oxfordshire, OX14 4FH, United Kingdom which is the agency from which you booked a trip.

### Cancel without reason

This service allows travellers to cancel their booking up to before the departure of the first ferry of their booking, without having to justify any reason or provide any proof.



For instance, in the event of a departure date scheduled on the 30 May at 19:45, you will be able to cancel your booking until 30 May at 16:45. Any cancellation made after 30 May at 16:45 will not be able to benefit from Cancel without reason.

## Article 2 - What does Cancel without reason allow?

If you decide to cancel your booking at your own initiative **at least 3 hours** before the start of your booking, you will be refunded **80% of your cancellation fees**.



By using Cancel without reason, the booking, for all the people included, will be canceled.

## Article 3 - What does Cancel without reason not allow?

The Cancel without reason service cannot be used:

- ✘| In case of cancellation at your initiative occurring less than 3 hours before the start of your booking.
- ✘| In case of cancellation of your booking due to AFerry or the ferry operator;

## Article 4 - Cancel without reason cost

While booking on AFerry website, you can subscribe to the Cancel without reason service for an additional fee which will be presented to you at the time of purchase.

The cost of Cancel without reason is not refundable in any case in the cases stated in article 3 of these Terms and Conditions.

## Article 5 - Cancel without reason usage

If you cancel your booking at your own initiative, AFerry will refund you **80% of your cancellation fees** (see article 2 of these terms and conditions) within 7 working days following the completion of the Cancel without reason service as described below.

The total refund amount for the Cancel without reason service cannot exceed €3,000 per booking.

**You will not be asked to provide any reason or proof for cancellation** for using the Cancel without reason service.

The bank transfer will be made in the currency used when booking your tickets.

AFerry may decide to request additional documentation if necessary, or in case of suspected fraud or scam.

### How to get refunded?

- 1 Log in to your AFerry booking ( <https://book.aferry.com/Mmb/Login>) at least 3 hours before the departure of the 1st ferry of your booking;
- 2 Confirm the cancellation of your booking.
- 3 You will be refunded on the payment method used for your booking within 7 working days.

## Article 6 - Start and duration of Cancel without reason

The Cancel without reason service takes effect upon confirmation of purchase of the Cancel without reason service, subject to payment of the full price of your reservation or the first deposit required by AFerry.

If the full payment or the first deposit payment is refused or rejected by the bank for any reason whatsoever, the Cancel without reason service will not take effect.

The Cancel without reason service ends 3 hours before the start of your booking.

## Article 7 - Exception to the right of withdrawal

You acknowledge that you have been informed in advance, by the present General Conditions of Sale, that the right of withdrawal cannot be applied to Cancel without reason, by virtue of Article L.221-28.1° of the Consumer Code.

Indeed, Cancel without reason begins immediately after its purchase and can be fully executed immediately and before the end of the withdrawal period, thus not allowing you to benefit from it.

Consequently, you waive your right of withdrawal.

## Article 8 - Geographical scope of Cancel without reason service

The Cancel without reason service is available for all **AFerry bookings and all their customers**.

## Article 9 - Important Information

### The Cancel without reason Service is not a travel insurance

The purpose of a cancellation insurance contract is to take charge of the reimbursement of your remaining expenses in case of cancellation of your booking on your initiative only for causes defined in advance.

The Cancel without reason service aims to offer you the possibility of cancelling your booking on your own initiative regardless of the reason.